

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT

☐ PROPOSED

☒ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Administrative Services/Human Resources		POSITION NUMBER (Agency-Unit-Class-Serial) 065-546-4800-918		MCR / HCR N/A
DIVISION / UNIT Staffing Solutions and Retention Office Customer Service Unit		CLASSIFICATION TITLE Staff Services Manager I (Supervisory)		
		WORKING TITLE Staff Services Manager I		
		TIME BASE / TENURE LT/FT	CBID S01	WWG E
LOCATION 1515 S Street, Sacramento, CA		INCUMBENT		EFFECTIVE DATE
CDCR'S MISSION and VISION				
<p>Mission To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.</p> <p>Vision We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.</p>				
COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION				
The California Department of Corrections and Rehabilitation (CDCR) and the California Correctional Health Care Services (CCHCS) are committed to building and fostering a diverse workplace. We believe cultural diversity, backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported. We believe all staff should be empowered. CDCR/CCHCS are proud to foster inclusion and representation at all levels of both Departments.				
DIVISION OVERVIEW				
The Staffing Solutions and Retention Office (SSRO) is responsible for coordinating and implementing all Human Resources activities related to layoffs, staff reduction, prison closures, and retaining the Department's hardworking and dedicated staff through a variety of employment opportunities and mitigation efforts. Responsibilities include seniority calculations, the development and deployment of a variety of employee transfer processes, development and implementation of the layoff process, including the State Restriction of Appointment (SROA)/Surplus process to assist impacted staff to obtain employment with other State agencies.				
GENERAL STATEMENT				
Under the direction of the Staff Services Manager (SSM) II, SSRO, in a customer service orientated team environment the SSM I directs the activities of the SSRO Customer Service and Administrative Unit (CSAU). The CSAU represents the first line of contact for departmental employees, supervisors, and managers regarding the various processes our office is responsible for implementing. CSAU members handle and respond to a high volume of incoming calls, emails, and other correspondence from departmental employees regarding the Layoff Process, SROA, Surplus and inquiries related to seniority, the Voluntary Transfer/Statewide Bid processes, placement, layoff, and the reemployment process. This position requires a thorough and detailed knowledge of the departmental layoff-related processes, and applicable laws, rules, regulations and contract language to direct and assist CSAU employees in responding to such inquiries. Using excellent customer service, the incumbent handles the most complex and sensitive inquiries in addition to general inquiries. The incumbent works collaboratively with the CCHCS, SSRO executive management, and the Office of Public and Employee Communications (OPEC) in developing communications to employees, creating and updating frequently asked questions (FAQ) pertaining to the layoff process, and provides updates to the Prison Closure Resources webpage.				
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.			
40%	Plans, organizes, and directs the work of a group of professional staff (i.e., Staff Services Analyst) and support staff (i.e., Office Technician, Youth Aid, Mechanical Technical and Occupational Trainee) providing customer service to departmental employees inquiring about layoff, and other related issues. Monitors the number of messages received, both telephonically and electronically, several times daily to ensure staff are responding to or forwarding inquiries to the appropriate staff in a timely manner. Monitors calls, e-mails, call logs, and staff responses to ensure responses are timely and accurate. Mentors and coaches CSAU members to ensure they are able to deal with difficult situations professionally. Anticipates increased call volume during peak mailing times (i.e., Options			

	Worksheets, Seniority Verification, etc.) and shifts to address workload or requests temporary assistance as needed.
20%	Ensures CSAU employees have all necessary tools and equipment (i.e., updated reports, access to database, etc.) to provide quality customer service to all employees. Conducts weekly meetings (or more frequent as needed) with CSAU employees to discuss changes and updates to the current layoff plan that impact SSRO activities. Identifies training needs and provides training to staff on layoff process, methods to deal effectively/sensitively with customers.
20%	Works collaboratively with CCHCS Workforce Consolidation and Reduction Support team, and OPEC to create employee communications to impacted departmental staff throughout the placement and layoff process. Develops and updates FAQs, ensuring they are approved, and timely posted on the Prison Closure Resources webpage. Works with OPEC in updating the Prison Closure webpage as needed. Participates in strategic planning and process improvement activities as it relates to the CSAU. Provides feedback to other members of the SSRO management team concerning types of inquiries, common questions, etc., and may recommend changes to process or communication strategy.
10%	Reports on the number of contacts, response time and customer satisfaction to SSRO management. Identifies trends and recommends augmentation to staffing for subsequent reductions based on contacts received during various milestones during the layoff plan; and assists in the development of budget concept statements and/or budget change proposals. Creates and maintains an accurate system to report status on CSAU workload.
5%	Recruits and selects staff, fosters staff development, approves and denies leave requests, evaluates staff performance, provides on-going performance feedback and recommends and takes disciplinary action as necessary.
5%	Models and instills in subordinate staff the Department's core values, sharing missions, visions, and goals as a regular part of staff training and dialogue. Conducts and attends human resources and internal SSRO staff meetings as required; responds to inquiries, and participates as a member of SSRO management team; acts in the absence of SSM II; and performs other related duties as assigned.
	Occasional travel required to Department work locations statewide as necessary.

SPECIAL REQUIREMENTS

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, nonemployees and employees shall be made aware of this.

CONSEQUENCE OF ERROR

- The proposed position exercises a high degree of initiative in assigned duties and performs work and special projects which are highly visible internally and externally. Errors in accuracy or judgment with key stakeholders or governmental officials could result in scrutiny from the Governor's Office, Legislature, control agencies, labor organizations, elected officials, the media, and the public. The ultimate consequence of error may result in decisions that negatively subject departmental staff and operations to erroneous procedures stemming from facility closures.

To be reviewed and signed by the supervisor and employee:**EMPLOYEE'S STATEMENT:**

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE

SUPERVISOR'S STATEMENT:

- *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.*

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE